

Pilot Testing for Extended CSC Coverage

The Customer Service Center (CSC) is scheduled to be open between the hours of 1000 and 1600 EST on the following weekends:

21-22 Jan, 28-29 Jan, 4-5 Feb, 11-12 Feb

This is an effort to help the CoE access the customer support needs of our Army National Guard, Army Reserve, and Pacific region customers.

PSIP Website Moves to a Secure Location

Per AR 25-2, Information Assurance, on 1 December 2011, the Personnel Security Investigation Portal (PSIP) moved to <https://www.psip.army.mil/>. This move ensures that the PSIP site complies with the regulation mandated requirement that all Personally Identifiable Information (PII) be processed using Secure Socket Layer (SSL) communications. This site requires the use of the Common Access Card (CAC) and AKO email address for access. To access the site, enter the above address into your browser. You will be directed to AKO where you will be required to "Accept" the terms and conditions. The next AKO screen gives you the option to use username and password or CAC Login. PSIP requires the CAC Login and if you select the other your login will fail. If this is the first time you are accessing the site since the move, you will be requested to update your profile. After you hit "save", you will be ready to submit requests!

PSI -CoE Operations Branch

As a result of the recent re-organization of the PSI-CoE, 3 Branches were created. 2 Operations Branches and the SRT Branch. The SRT Branch will be introduced in the next issue. The Operations Branches consist of 4 teams, with each team having a maximum of 13 personnel, including a Team Chief and Assistant Team Chief. These teams are trained to complete the investigation request from cradle to grave, act as Customer Service Center (CSC) representatives if necessary, and maintain sustainment training. The Operations Branches keep the mission tempo at the PSI-CoE at the highest level.

Peter Sheairs & Paula Kreitz

Operations Branch Chiefs

Fingerprint Submission Deadline to OPM Changes

As of 1 November 2011, subjects and requesters now have 14 days to submit their hardcopy fingerprint cards to OPM. The 14 days starts when OPM receives the investigation request in eQIP. Prior to this date, the deadline was 30-45 days. OPM states that they will extend the deadline to 30 days for customers sending in cards from overseas areas. Investigation requests that go over 14 days with no fingerprint submission will be returned to the PSI-CoE. To alleviate this situation, the PSI-CoE recommends that hardcopy fingerprint cards be completed and mailed to OPM prior to the investigation request being entered into PSIP.

Customer Service Center 0600-2400 EST Mon-Fri

Phone 410-278-4194 DSN 298
Fax 410-306-3858 DSN 458

Questions/Comments Are Welcome

PSI-CoE encourages and welcomes feedback from customers and is committed to facilitating open communication through this newsletter and other vehicles.

Questions and comments may be addressed to the following leadership points of contact:

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